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# ITIL for IT Professionals:

## Knowledge Management

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Windows Server 2012 Windows 8 Windows Azure Microsoft System Center 2012

# Knowledge Management

(for IT Professionals)

# Knowledge Management = Practices

- Preparing to support, normalizing practices.
- Standardize how we support end users.
- Prepare us to execute on operational activities, like incident mgmt.

# Microsoft Tools

- Service Manager contains knowledge index
- SharePoint or Service Manager is knowledge repository

# Demo

IT Business Knowledge Management Elements

# Next steps...

(What to do now?)

# Practical questions to ask

- How do I document my service desk practices?
- Do I share knowledge between people?

# Next time…

- We’ll dig into Service Operations
- Understand how to support a service once it is live

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# Demo

Microsoft technology for IT Service Management